

I got a Dlink videophone installed and enjoyed the freedom of choice to use VRS. However, since many of my friends could not call me because they had Sorenson videophone. I had to have a Sorenson videophone installed a few weeks ago. The installer disconnected my Dlink and left me with no choice but to use Sorenson VRS, a service I found unsatisfactory. I had to go through hassle to find someone with technical expertise to have two videophones connected. As a result, I had to go through the hassle of unplugging and plugging audio/video wires between two videophones to receive and send calls.

Please instruct Sorenson to remove these blockings so that we can have easier access to telecommunications.

Thank you for your attention.